



College of Pharmacists of Manitoba

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Proposed Changes to the Termination of Relationship with Patient Standard of Practice

No.	Section	Current Wording	Proposed Wording (in bold)
1	2.2	A licenced pharmacist must carefully consider any decision to discontinue care and use reasonable efforts to resolve any issues affecting the relationship with the patient prior to any final decision to terminating the relationship. If a licenced pharmacist is uncertain whether or not it is professionally acceptable to end a pharmacist-patient relationship, they're advised to seek additional professional advice.	<p>A licenced pharmacist must carefully consider any decision to discontinue care and use reasonable efforts to resolve any issues affecting the relationship with the patient prior to any final decision to terminating the relationship. If a licenced pharmacist is uncertain whether or not it is professionally acceptable to end a pharmacist-patient relationship, they are advised to seek additional professional advice.</p> <ul style="list-style-type: none"> • Reasonable efforts include discussing with the patient, when possible, the reasons affecting the pharmacist's ability to provide quality care and/or the elements that are necessary for an effective pharmacist-patient relationship • Pharmacists shall consider the Manitoba Human Rights Code and the Code of Ethics prior to terminating a relationship with a patient
2	2.3	A licenced pharmacist who terminates a relationship with a patient must: 2.3.2 give the patient advance written notice and, where appropriate and feasible, verbal notice , of the intention to terminate care and sufficient notice commensurate with the continuing care needs of the patient, but no less than 7 days notice; and 2.3.3 advise the patient of the reasons for termination of the pharmacist-patient relationship in the above verbal and written notice ; and	<p>A licenced pharmacist who terminates a relationship with a patient must:</p> <ul style="list-style-type: none"> • Consult with their pharmacy manager prior to terminating the patient relationship and ensure a plan exists for care of the patient if the patient continues to have a relationship with the pharmacy • Reasonable grounds may include, but is not limited to, a breakdown of trust and respect where there has been patient fraud or a communication breakdown • give the patient advance written notice and, where appropriate and feasible, verbal notice, of the intention



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	<p>2.3.4 ensure the verbal communication of the decision to discontinue professional services is done in a manner which is as clear as possible and safeguards the patient's privacy; and</p> <p>2.3.5 ensure a written notice of the intention to discontinue professional services is signed by the pharmacy manager and a copy is retained by the pharmacy; and</p> <p>2.3.6 advise the staff of the pharmacy and other appropriate staff, on a need to know basis, that the pharmacist/patient relationship has been terminated and</p> <p>2.3.7 notify the patient's physician/s or other primary care provider that the pharmacist/patient relationship has been terminated; and</p> <p>2.3.8 provide pharmacy services to the patient in the interim until the transfer is completed.</p>	<p>to terminate care and sufficient notice commensurate with the continuing care needs of the patient, but no less than 7 days' notice</p> <ul style="list-style-type: none">○ Some situations (such as where there is a genuine risk of serious harm in the opinion of the licensed pharmacist) may warrant written communication only.● advise the patient of the reasons for termination of the pharmacist-patient relationship in the above verbal and written notice● ensure the verbal communication of the decision to discontinue professional services is done in a manner which is as clear as possible and safeguards the patient's privacy● ensure a written notice of the intention to discontinue professional services is signed by the pharmacy manager and a copy is retained by the pharmacy● advise the staff of the pharmacy and other appropriate staff, on a need-to-know basis, that the pharmacist/patient relationship has been terminated● If deemed necessary by the licensed pharmacist(s), they may notify the patient's physician or other care providers that the pharmacist/patient relationship has been terminated● provide pharmacy services to the patient in the interim until the transfer of care is completed.
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3	2.4	Notwithstanding 2.3.2 above, a licenced pharmacist may terminate a relationship with a patient without providing advance notice if: .	Notwithstanding 2.3 above, a licenced pharmacist may terminate a relationship with a patient without providing advance notice, and shall consult with their pharmacy manager at the earliest opportunity either before or after terminating that relationship, if:
4	2.6	New	2.6 If the licensed pharmacist believes that there may be a risk of serious harm after termination of the patient relationship they may, in accordance with relevant privacy legislation such as the Personal Health Information Act: <ul style="list-style-type: none">• disclose the minimal amount of information necessary to any individual or agency (e.g. police, Child and Family Services) necessary to prevent or lessen serious harm to the patient, pharmacist, or another individual, or to public health or safety